



Level 3 NVQ Diploma in Customer Service (QCF)

Who is it for?

This qualification is intended for those working in a supervisory role in the customer service sector. It is designed to reflect the working practice of customer service supervisors across a wide spectrum of industries and types of organisation. It is aimed at candidates who supervise a team, providing front line communication on a daily basis. It is a work based qualification which will allow learners to develop the essential skills needed for working in a customer focussed environment. For example, improved communication and improved understanding of customer needs.

The award is a nationally recognised qualification validated by Edexcel, and includes a wide range of study units to select from. Units are chosen to reflect the specific job role of each candidate resulting in a tailor-made qualification to meet individual needs.

About the course

To achieve this qualification, candidates must gain a total of 42 credits by completing a variety of units. 12 credits are gained through completion of the 2 mandatory units:

- Demonstrate understanding of customer service (6 credits)
- Demonstrate understanding of the rules that impact on improvements in customer service (6 credits)

Additional optional units are selected to make up the remaining 30 credits for this qualification, each of which are worth between 4 and 11 credits. Learners will attend regular workshops to complete units and monitor and discuss progress. In addition candidates will be expected to complete tasks, source evidence and have workplace observations

The programme includes:

- Interview and induction programme
- Unlimited support and guidance from a qualified assessor via phone and email
- All programme documentation, files and materials
- One to one portfolio review session
- Regular workshops held in the workplace at pre-agreed dates and times
- Verification and certification on completion
- Monthly updates on candidate progress

What are the benefits for employers?

- Higher skilled and more motivated workforce
- Improved self confidence in carrying out work based tasks
- Increased efficiency
- Reduction in staff turnover

What are the benefits for learners?

- A Level 3 NVQ Diploma in Customer Service (QCF)
- Opportunity to do further courses
- Career progression

For further information about the delivery of this award please contact

**Aurelia Training Ltd on 01926 511855
or email info@aureliatraining.com**